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## Managing Change

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National Competency Standard (BSB)

BSBINN201 Contribute to workplace innovation

BSBINN301 Promote innovation in a team environment



### Aim

This course is both a workshop and training session. The course teaches personal and technical change management skills, and uses those skills to facilitate the planning of change within the client organisation. On completion of the course clients will have a sound grasp of basic change management principles and be able to apply those skills in a real world environment.

### Audience

This course is aimed at staff who are responsible for organising and managing change in the workplace, as well as anyone who is required to work with and adapt to workplace change.

### Duration

One day.

### Course Outcomes

On completion of this course you will be able to:

1. Identify the fundamentals of change management.
2. Understand how change may be perceived by those affected by it and how to manage change in an appropriate way.
3. Prepare and plan for change.
4. Carry stakeholders with you.
5. Implement change.
6. Evaluate the success of change.

### Optional Assessment

**This is a nationally recognised training program.** Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards unit competency.

### Course Content

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#### **Module One: Getting Started**

- Workshop Objectives

#### **Module Two: Preparing for Change**

- Defining Your Strategy
- Building the Team

#### **Module Three: Identifying the WIFM**

- What's in it for Me?
- Building Support

#### **Module Four: Understanding Change**

- Influences on Change
- Common Reactions to Change
- Tools to Help the Change Process

#### **Module Five: Leading and Managing the Change**

- Preparing and Planning
- Delegating
- Keep the Lines of Communication Open
- Coping with Pushback

#### **Module Six: Gaining Support**

- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

#### **Module Seven: Making it All Worthwhile**

- Leading Status Meetings
- Celebrating Successes
- Sharing the Results and Benefits

#### **Module Eight: Using Appreciative Inquiry**

- The Four Stages
- The Purposes of Appreciative Inquiry
- Examples and Case Studies

#### **Module Nine: Bringing People to Your Side**

- A Dash of Emotion
- Plenty of Facts

#### **Module Ten: Building Resiliency**

- What is Resiliency?
- Why is It Important?
- Five Easy Steps for the Leader and the Individual

#### **Module Eleven: Building Flexibility**

- What is Flexibility?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

#### **Module Twelve: Wrapping Up**

- Words from the Wise